



Remote Call Center Summary for Volunteers Through August 31, 2020

Last updated: 7/10/20

We have temporarily suspended the EP in-person call center operations for the time being. Assistance is needed with staffing a remote call center through at least August 2020.

1. What is Election Protection and the 1-866-OUR-VOTE hotline?

Election Protection (EP) –convened by the Lawyers’ Committee for Civil Rights Under Law - is the nation’s largest **non-partisan** voter protection coalition. Election Protection’s national voter hotlines (866-OUR-VOTE, 888-VE-Y-VOTA, 888-API-VOTE & 888-Yalla-US)¹ and Election Day field programs assist voters with problems and guide them throughout the voting process, regardless of party affiliation. Election Protection also provides critical legal resources year round, including supporting partner organizations and voters during voter registration, early voting and absentee voting processes. Additionally, Election Protection collaborates with election officials and non-partisan civic engagement organizations to educate citizens about voting and ensure the process is as convenient and problem-free as possible. Election Protection is a resource for all Americans.

2. How can lawyers and other legal volunteers help during COVID-19?

Trained legal volunteers are needed to staff the Lawyers’ Committee’s English language (866)-OUR-VOTE hotline. Volunteers will sign up for shifts to remotely staff the Election Protection hotline, during which volunteers will answer calls from voters. Volunteers log into the online phone platform through PureCloud. In addition, during down periods, volunteers will listen and respond to any voicemails from callers when the hotline was not live. (Captains will notify volunteers if they are to shift to returning voicemails during their shift.) Volunteers will enter information about each call into the online database Our Vote Live. Training and supporting documents will be provided to volunteers on both how to answer calls from the hotline and how to listen and respond to voicemails.

3. Who can volunteer?

Lawyers, paralegal, legal assistants and law students may volunteer.

4. What do I need to volunteer?

- Computer with access to the internet
- Headphones with a mic (note: Bluetooth headphones don’t seem to work with the phone system)

¹ Bilingual (English & Spanish) language assistance is available via 888-VE-Y-VOTA and is administered by the National Association of Latino Elected Officials. Asian language assistance is available via 888-API-VOTE and is administered by Asian American Justice Center—AAJC and APIA Vote. The 844-Yalla-US (Arabic/English) hotline is administered by the Arab American Institute.

5. Signing up for a shift

- Volunteers sign up for a shift and training through our volunteer platform provided by We the Action (WTA), available via:
<https://electionprotection.wetheaction.org/volunteering/private/A9XBmdJfCi4x>
 1. **IMPORTANT:** If you are new to Election Protection, you must verify your email after signing up for a shift through WTA in order for your shift to be locked in. You will receive an email from WTA asking you to do this. (Check your spam folder.)
 2. **IMPORTANT:** If you have a We the Action account, please sign into it before clicking on the link above.
- The hotline is staffed by volunteers M-F, from: 10:00 am – 2:00 pm and 2:00 pm – 6:00 pm **EASTERN.**
 1. It is also staffed by volunteers some weekends and longer hours when there is an election/primary.

6. Training

- The training for the remote hotline is available on-demand and is around 2 hours. You sign up for this on We the Action and will be sent the link via an email from WTA. (Please check your spam folder.)

7. Support for Volunteers

- Captain support during your shift:
 - Captains will be online and available for immediate consultation when you encounter a voter question or issue for which you would normally consult a captain if you were in the Lawyers' Committee Call Center.
- Materials available for volunteers, including but not limited to:
 - Guides for online systems
 - Volunteer Hotline Tips and Tricks
 - Remote Call Center Getting Started
 - State Frequently Asked Questions and Election Updates
 - Voter registration and polling place look-up links

8. Volunteer Code of Conduct

- All volunteers must read and agree to the terms of the Volunteer Code of Conduct (relating to privacy.)
- The terms can be viewed and agreed to via <https://forms.gle/XpM8kNTgzXVCbYhYA>.

9. Questions we are getting from voters:

Voters are calling with the normal questions leading up to Election Day, but also with new questions such as:

- Is it safe to go vote?
- My polling place was in a senior center, but it's been closed. Where do I vote?
- Can I cast an absentee ballot if I don't want to go to my polling place?
- Schools are closed. My polling place is at a school, so will it be open for voting?

10. Questions from volunteers:

Please email epvolunteer@lawyerscommittee.org.

Thank you for your interest in volunteering!